



Customer Satisfaction Survey Report

July 2004

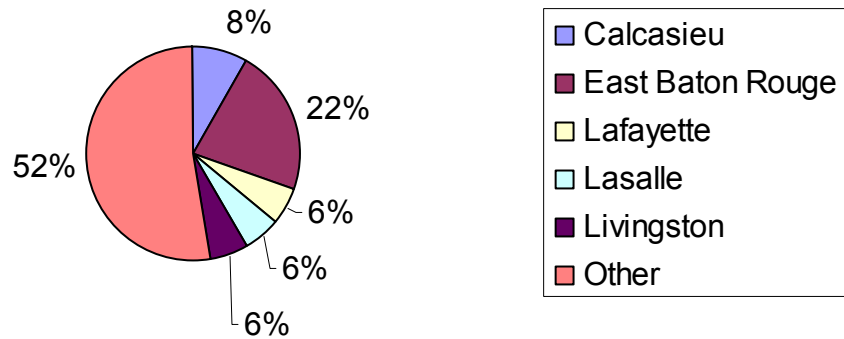


Executive Summary

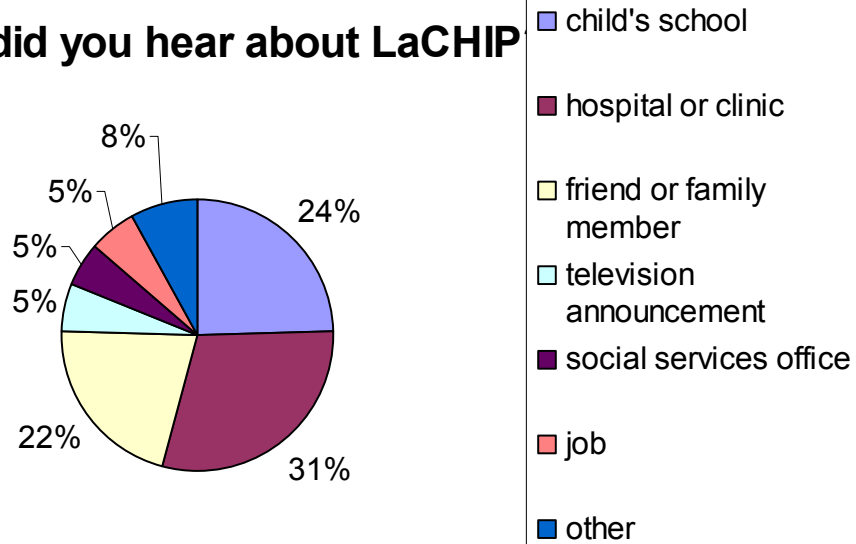
This survey was implemented to determine customers' satisfaction with the Louisiana Children's Health Insurance Program (LaCHIP). Telephone interviews were conducted in July 2004. The list of potential respondents consisted of 300 randomly selected customers who had applied for LaCHIP between July 1, 2003 and April 12, 2004 and whose applications had been approved. The interviews consisted of 16 questions concerning the LaCHIP application process, covered services, and place of residence. In addition, respondents were asked for optional demographic data including age, race, sex, and education. At the end of the interview, respondents were asked for any additional comments about the program. Of the 300 customers called, 37 completed the interview, for a response rate of 12.33%. The following statistics have been compiled from these completed interviews. Overall, the survey results are consistent with the findings of a 1999 survey that found that the majority of customers had a positive opinion of the program.

Results

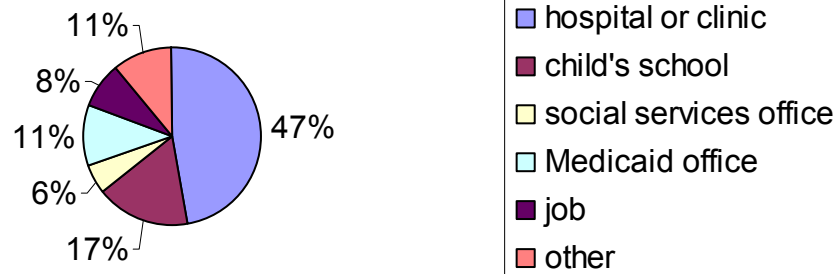
In which parish do you live?



How did you hear about LaCHIP?



Where did you get a LaCHIP application form?



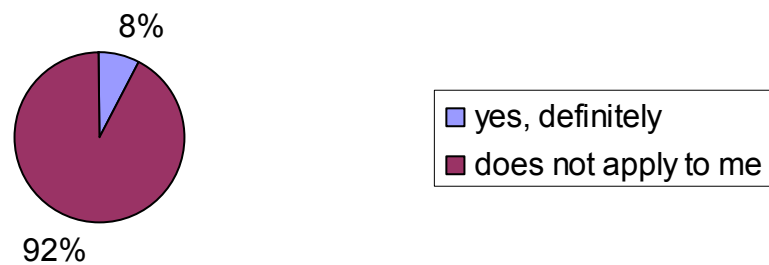
Was the LaCHIP application available to you without your request for the form?



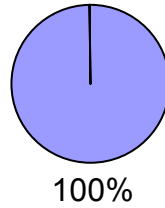
After you heard about LaCHIP, was it easy for you to receive an application?



After your request for an application, did you receive it in a timely manner?

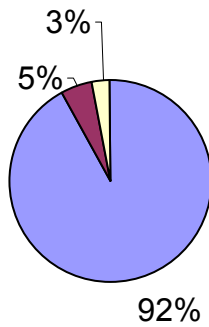


Did you make more than one request for a LaCHIP application form?



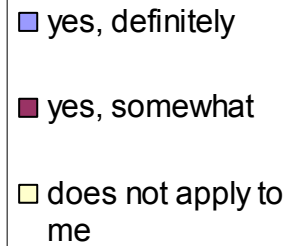
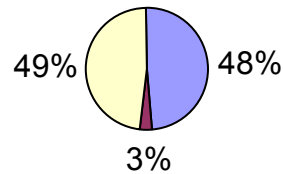
no

Was it easy for you to apply for LaCHIP?

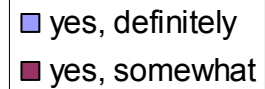


yes, definitely
yes, somewhat
no, definitely not

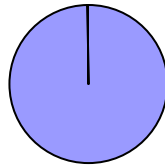
**Was any / all contact you had with a
LaCHIP representative helpful and
courteous?**



**Was our letter to you regarding your
LaCHIP application neat and easy to
understand?**



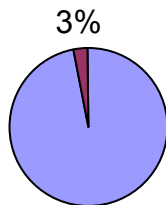
**Do you think your LaCHIP application
was handled in a timely manner?**



100%

■ yes definitely

**Overall, were you satisfied with the
LaCHIP application process?**



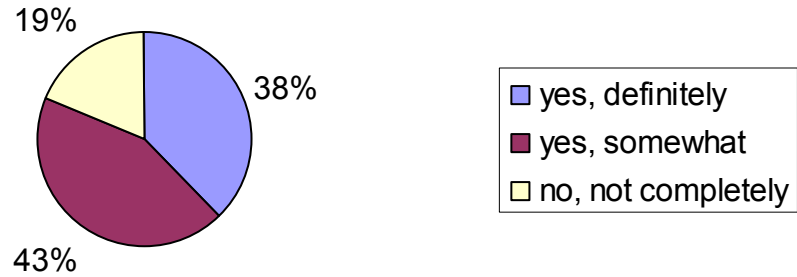
97%

3%

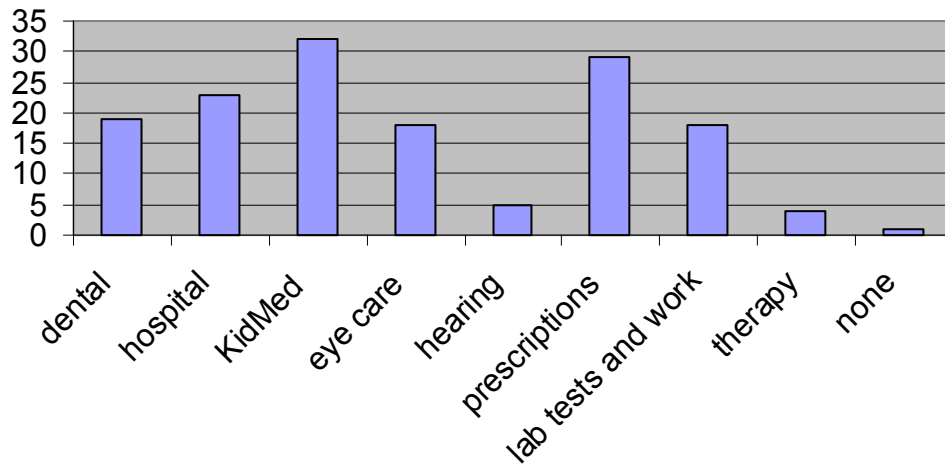
■ yes, definitely

■ yes, somewhat

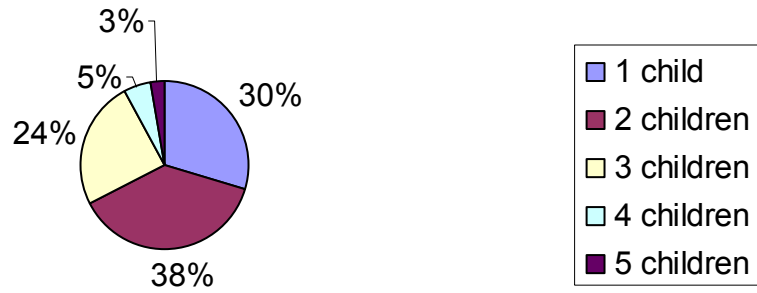
Do you know which services are covered?



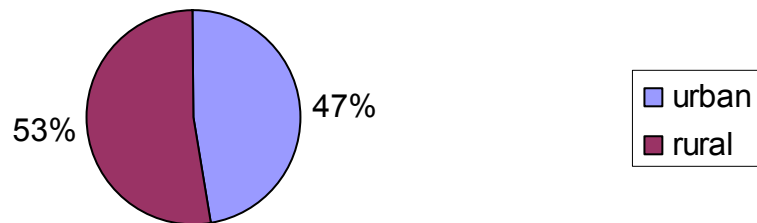
Which services have you used?



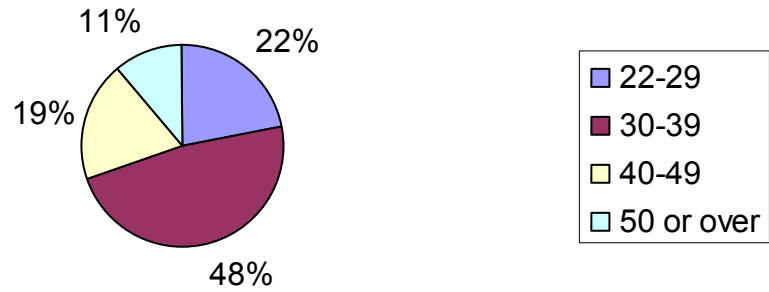
How many children in your household are receiving services?



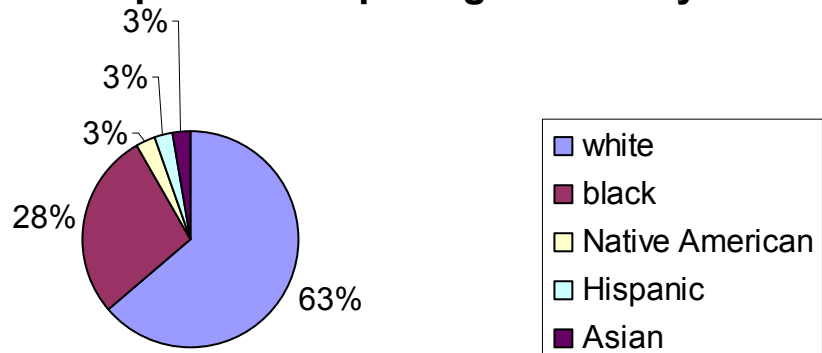
Do you reside in an urban or rural area?



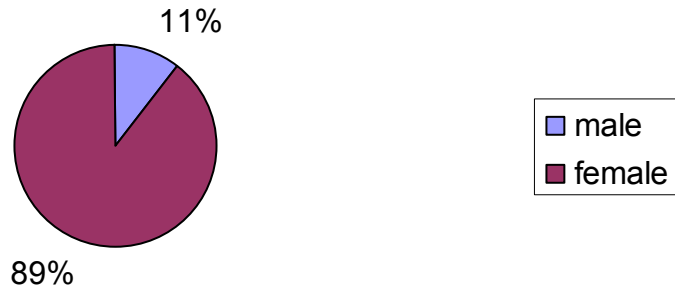
Age of person completing the survey



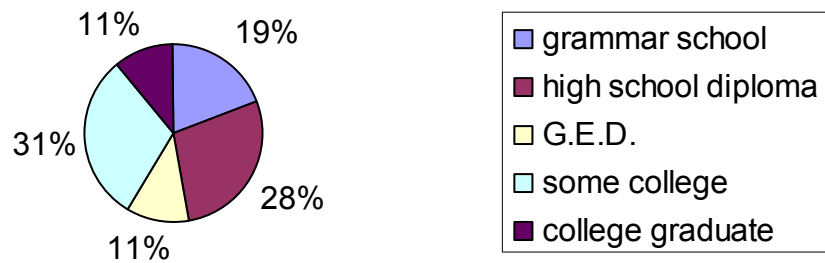
Race of person completing the survey



Sex of person completing the survey



Education of person completing the survey



Additional Comments

"[It's] been very helpful. I don't know what I would have done without [it]. I'm very grateful."

"It's a wonderful program."

"I'm very satisfied"

"It's made it easy for me to get through school."

"It's a great service to help a single parent."